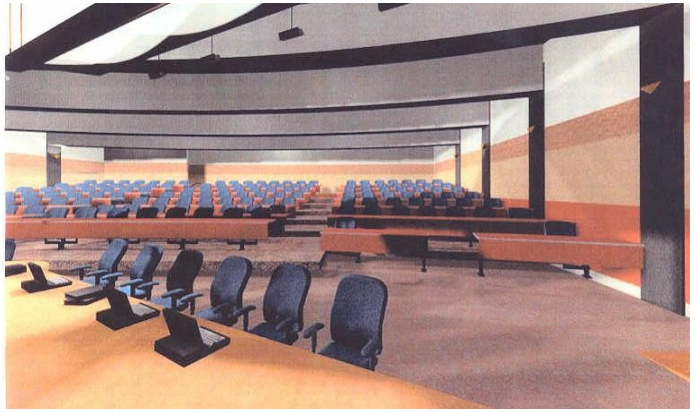
Standardization of AMC Operations Centers



Agenda

- Purpose
- Background
- Missions/Assumptions
- What We've Learned
- What We Are Doing
- Where We're Going
- AMC Baseline/Assessment
- The Road Ahead
- Closing Thoughts

Purpose

- Provide an update for the AMC Standard Operations Center capability.
  - What we've learned
  - What we're doing about it.
- Present recommendations for the "Road Ahead"
  - Actions/Timelines

Background

- **CG AMC *Direction…***
  - **Interview HQ AMC Leadership**
  - **Visit MSCs to obtain best practices/lessons learned**
  - **Maximize advantage of new & emerging technologies**
  - **Develop capabilities-based tactics, techniques & procedures throughout AMC**
  - **Standardize AMC Operations Centers……..**

Mission

To provide proactive participatory support to Combatant Commanders, through an improved common operating picture, better information management, and assured communications throughout AMC. Maximize use of technological enablers and improved business processes to enhance command and control of AMC activities world-wide.

Assumptions

- **Future AMC structure will be approved**
- **Funding requirements will be met with FY04/05 UFR and FY06-11 POM**
- **Current GWOT operational tempo will continue**
- **24/7 Ops Centers will be required**
- **Global deployment of Army forces will continue**
- **Crisis response will be the rule more than the**

What We've Learned:

- AMC EOCs designed around emergency operations with minimal staffing
- 24/7 Operations reliant upon volunteers, staff designated POCs, and IMAs
- Most routine processes are in place
- Various technical enablers are available
- Training program needs to be developed

What We're Doing:

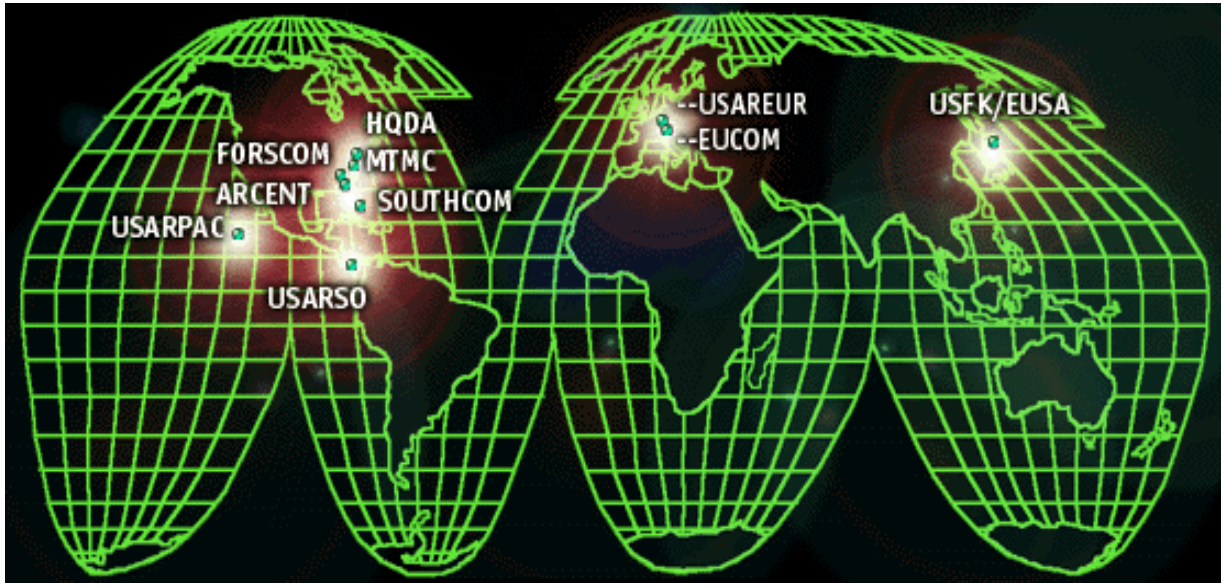
- **Obtained leadership buy-in for standardization**
- **Identified resource requirements for Tier I sites**
- **Submitted POM justifications**
- **Initiated over-hire actions**
- **Updated lessons learned**
- **Established Process Action Team with MSC membership**
- **Staffing SOP with MSCs**

Where We're Going

- Common Operating Picture (COP)
- Standardize Core capabilities (Tier Driven)
- Synchronized command-wide battle rhythm
- Standard data collection and reporting based on Commander's Critical Information Requirements (CCIR)
- Collaborative working environment
- METL based training and exercises

AMC BASELINE

Projected AMC Organizations by Tier



Tier I

- HQ, AMC
- AFSC/JMC
- AMCOM
- CECOM
- TACOM
- TACOM/NATICK
- RDECOM
- LOGSA
- AMC CONUS
- AMC Europe
- AMC Far East
- AMC SWA
- Deployed AMC LSE(S)

Tier II

- Chem Activities
- Army Depots
- Chem Disposal Facilities
- Army Ammunition Plants
- Ammunition Depots

Tier III

- GOCO
- Test Facilities
- Laboratories
- AMC Arsenals

PEOPLE

	HQ,AMC	AFSC/ JMC	AMCOM	CECOM	TACOM	TACOM/ NATICK	RDECOM	LOGSA
PERMANENT STAFF	5	19	6	5	1	6	6	3
24/7/365 OPS CAPABLE W/PERM STAFFF								
SURGE OPTIONS	Staff/ Volunteers IMA	Staff/ Volunteers IMA	Staff/ Volunteers IMA	Staff/ Volunteers IMA	Staff/ Volunteers IMA	Staff/ Volunteers IMA	Staff/ Volunteers IMA	Staff/ Volunteers IMA
BATTLE STAFF CRISIS ACTION TEAM (CAT)								

- PERMANENT STAFF: TDA assigned personnel in Operations Centers or offices
- 24/7/365: Permanently assigned staff not robust enough to support this type activity
- SURGE OPTIONS: Volunteer staff and Reserve Component Augmentees
- BATTLE STAFF/CRISIS ACTION TEAM (CAT): Each element has critical staff identified for crisis response and CAT operations
- AMC-FWDs will be considered Tier 1 for capabilities development

TRAINING

	HQ,AMC	AFSC/ JMC	AMCOM	CECOM	TACOM	TACOM/ NATICK	RDECOM	LOGSA
OPERATIONS POI								
TRAINING PLAN								
SYSTEM TRAINING								
LCOP								
GCCS/JOPES								
IWS								
AO "SMART BOOKS"								

Non-existent Under Development Fully Implemented

PROCESSES

	HQ,AMC	AFSC / JMC	AMCOM	CECOM	TACOM	TACOM/ NATICK	RDECOM	LOGSA
COMMON OPERATING PICTURE								
BATTLE RHYTHM								
TASK TRACKING								
COLLABORATIVE WORK ENVIRONMENT								
REPORTS								
MOPES								

Non-existent Not synchronized Standardized Across AMC

TOOLS / ENABLERS

	HQ,AMC	AFSC/ JMC	AMCOM	CECOM	TACOM	TACOM/ NATICK	RDECOM	LOGSA
GCCS-A								
IWS								
LCOP								
SIPR/NIPR								
SECURE VTC								
SECURE PHONE/FAX								
AUTOMATED TRACKING SYSTEM								
WEB-BASED DOCUMENT CONTROL SYSTEM								

Non-existent Minimal Capability Fully Implemented

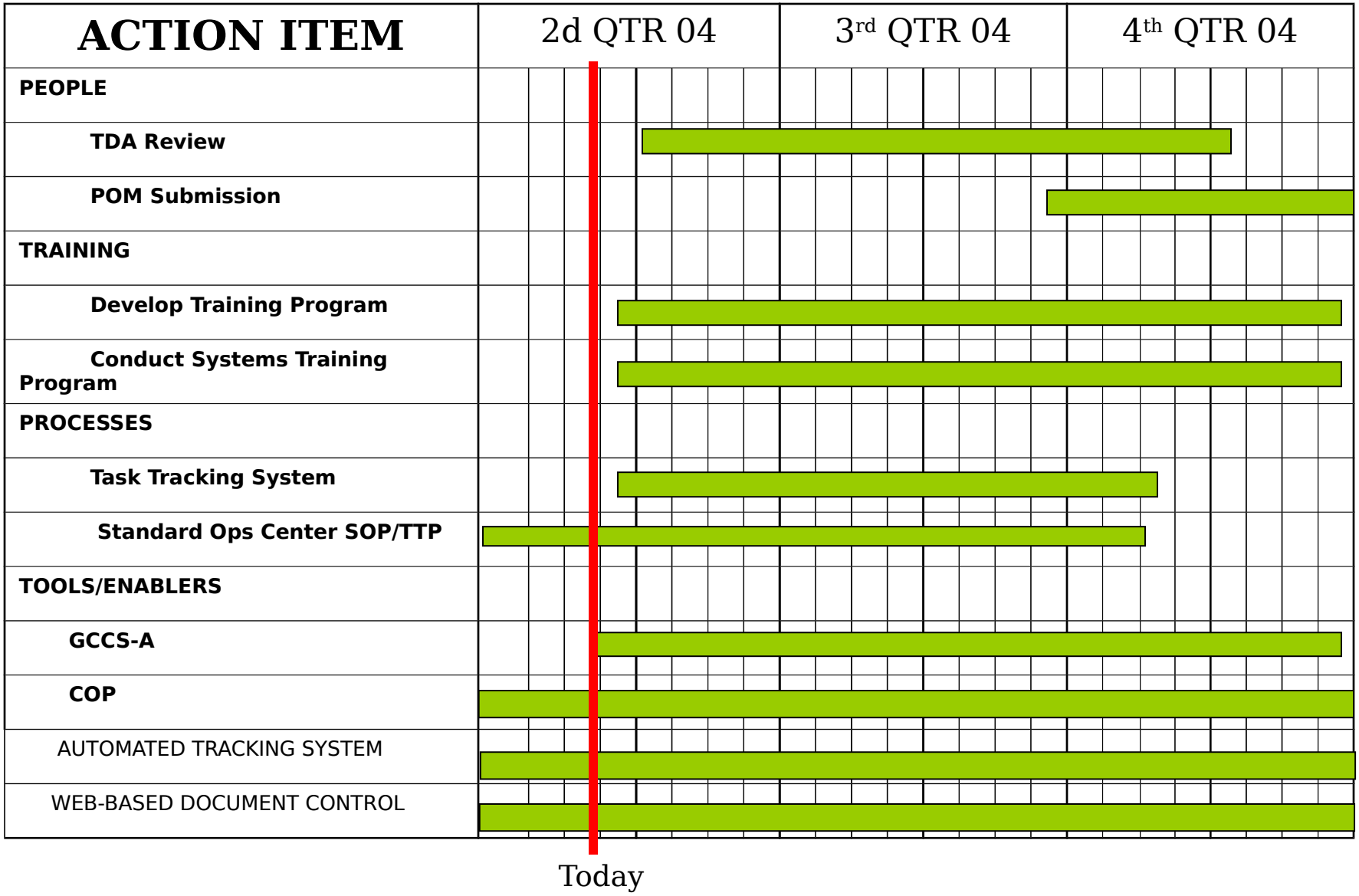
THE ROAD AHEAD

To Reach “GREEN”. . .

- AMC Ops Centers can be standardized by:
  - Introducing a Common Operating Picture across AMC
  - Incorporating an easily-accessed, central tasking system.
  - Introducing technology tools for real-time information and interaction
  - Reengineering processes, formats, reports and briefings
  - Changing skill-sets, training, processes and thinking to realize a paradigm shift to anticipatory logistics.
  - Incorporating permanent staffing in AMC Operations Centers
  - Introducing an Ops Center Training program across AMC

Will create the “nerve center” envisioned by the leadership

MAJOR ACTION TIMELINE



Vignette

During shift change briefing, LSE SWA identifies readiness issues associated with Up-Armor HMMWVs.

- AFSC provides critical parts list to TACOM
- TACOM coordinates systems problems with CECOM
- TACOM & CECOM coordinates critical parts requirements with IMMCs, PM & DLA
- RDECOM facilitates design improvements & immediate modifications
- G-3/G-1/AFSC coordinates deployment of FAST team
- LOGSA initiates air clearance authority, green sheeting and in-transit ITV tracking
- G-3/TACOM/AFSC track parts flow into theater with DDOC

Closing Thoughts

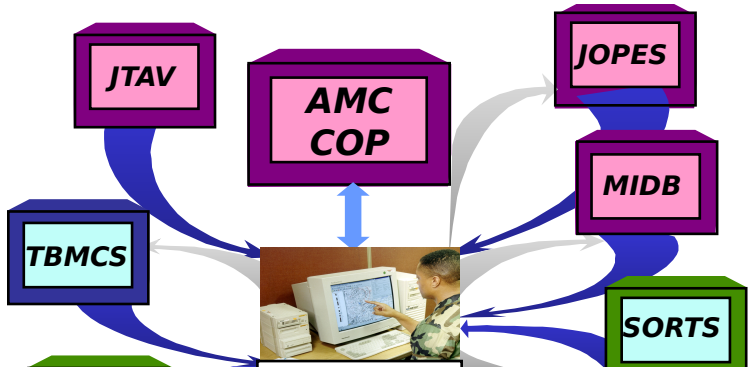
Effective Operations Centers are a series of capabilities, not facilities. Equipment and technology are, however, important facilitators in the equation. Properly balanced, the synergy that would be gained by the proper use of innovative planning, technology and staffing will significantly improve AMC's capability to support the operating forces in the field.

BACKUP SLIDES

AMC Operations Center Tiers & Capabilities

- **Tier I - Headquarters responsible for planning, staffing, controlling, and executing AMC strategic mission during both peacetime and contingency operations.**
  - **Capabilities - Battle Staff Cell, Crisis Management Team, Operate GCCS, Deployment Coordination cell, Transportation Coordination Movement Management System Operations, Formal Command and Control Organization, Manage Command Information, and support higher/lateral headquarters, COOP**
- **Tier II – Operational level headquarters responsible for delivery of critical supply, service, and support (e.g., Class V, etc.)**
  - **Capabilities - Crisis Action Management, Transportation Coordinator, Formal Command and Control Organization, Provide coordinated Functional Support, Collect, Collate, Analyze, and Manage Command Information**
- **Tier III - All other activities supporting higher**

Considered Technical Characteristics by Tier



Networked via IWS at all AMC Op Center Tiers

Tier I

- Global Command and Control System Army
- Logistics Common Operations Picture (LCOP)
- Blue Force Tracking
- SIPR and NIPRNET
- Secure FAX, Voice, VTC
- Information Work Space (IWS)

IWS

Tier II

IWS

- GCCS-A
- Logistics Common Operations Picture (LCOP)
- SIPR and NIPRNET
- Secure FAX, Voice, VTC
- Information Work Space (IWS)
- Blue Force Tracking

Tier III

IWS

- SIPR and NIPRNET
- Secure FAX, Voice, VTC
- Information Work Space (IWS)